



BPS HEAD CUSTODIAN CHARGE SESSION

JULY 2021

BPS CUSTODIAL SERVICES

- WHO ARE WE?
- WHAT DO WE DO?
- HOW DO WE DO IT?
- WHY DO WE DO IT?



BPS CUSTODIAL SERVICES WHO ARE WE?

- CERTIFIED CUSTODIAL TRAINERS (5)
- CUSTODIAL STRIKE TEAM (5)
- ESF CUSTODIAL (7)



BPS CUSTODIAL SERVICES

WHAT DO WE DO?

- Provide uniform cleaning standards and procedures
- Assist Head Custodians in training site-based custodial teams
- Perform Integrated Pest Management (IPM) at facility sites including kitchens
- Support Site-Based Administration and Head Custodian
- Conduct Facility Custodial Assessments ([Board Policy 7420](#))
- Develop Action Plans in collaboration with site-based administration and custodial staffs when necessary



BPS CUSTODIAL SERVICES

HOW DO WE DO IT?

- EACH SITE IS ASSIGNED A CERTIFIED CUSTODIAL TRAINER
- MONTHLY (SITE OF THE DAY) SITE VISITS
- BUILD RELATIONSHIPS WITH SITE-BASED ADMINISTRATORS, CUSTODIAL STAFFS AND CAFETERIA MANAGERS
- GET TO KNOW ASSIGNED SITES – EACH SITE IS UNIQUE & DIFFERENT



BPS CUSTODIAL SERVICES

WHY DO WE DO IT?

- [Board Policy 7420](#)
 - Sanitation & Housekeeping
- [Board Policy 8400](#)
 - Environmental Health & Safety Issues



BPS CUSTODIAL STANDARDS

- [BPS CUSTODIAL STANDARDS MANUAL](#)
 - DUTIES & RESPONSIBILITIES
 - LEVELS OF CLEANING
 - PRIORITY AREAS
 - LOG SHEETS
 - FACILITY CUSTODIAL ASSESSMENT





BPS CUSTODIAL CLEANING STANDARDS

LEVEL 1: ORDERLY SPOTLESSNESS:

Floors and base moldings are bright and clean; colors are fresh. Vertical and horizontal surfaces look freshly cleaned or polished. No build-up in corners. The lights work and the fixtures are clean. Washroom and shower fixtures and tiles gleam. Adequate cleaning supplies are on hand. Trash containers contain only daily waste.

LEVEL 2: ORDINARY TIDINESS:

Virtually the same as level one, but there may be up to two days of dust, dirt, stains, or streaks.

LEVEL 3: CASUAL INATTENTION:

Floors are swept or vacuumed clean, but close observation may reveal stains and dirt build-up may be apparent in corners and along walls. In addition, there may be dull spots, matted carpet, and streaks on base molding. Vertical and horizontal surfaces have dust, dirt, marks, smudges, and fingerprints. Lamps work and fixtures are clean. Trash containers have daily waste only.

LEVEL 4: MODERATE DINGINESS:

Floors are swept and vacuumed clean but may be stained. Dirt buildup is evident. Carpets show paths of use. Molding is dirty. Surfaces are obviously dusty and dirty. Trash containers have old trash and may give off a sour smell.

LEVEL 5: UNKEMPT NEGLECT:

Dull, dirty scuffed floors and carpets. The corners and base moldings are obviously dirty. Dirt has accumulated on all vertical and horizontal surfaces. Light fixtures are dirty, and some lamps are burned out. Trash containers are overflowing and have begun to smell.

BPS CUSTODIAL PRIORITY 1 AREAS

- **Priority 1 Areas**
 - Spaces: Clinics/First aid rooms
 - BPS Cleaning Standard: Level 1
 - Tasks/Frequency
 - Clean/Disinfect floors – Daily
 - Empty trash – Daily
 - High frequency touch services clean/disinfect- Daily
 - Dusting – Daily
 - Restrooms – Toilets/Sinks clean/disinfect – Daily
 - Glass surfaces cleaned – Daily



BPS CUSTODIAL PRIORITY 2 AREAS

- **Priority 2 Areas**

- Spaces: Restrooms, Locker Rooms, ESE Classrooms, Cafeteria, Culinary Arts Labs, Staff Lounges where food is present, Staff Offices, Flammable Storage.
- BPS Cleaning Standard: Level 2
- Tasks/Frequency
 - Clean/Disinfect floors – Daily
 - Empty trash – Daily
 - High frequency touch surfaces clean/disinfect – Daily
 - Dusting – As needed
 - Restrooms – Toilets/Sinks>Showers/Water fountains clean/disinfect – Daily
 - Glass surfaces cleaned – As needed



BPS CUSTODIAL PRIORITY 3 AREAS

- **Priority 3 Areas**
 - Areas: All instructional spaces where students are present every day, gymnasiums, teacher planning and workspaces, inside circulation (hallways and other open spaces), stages and auditoriums used daily.
 - BPS Cleaning Standard: Level 2
 - Tasks/Frequency
 - Clean/Disinfect floors – As needed
 - Empty Trash – Daily
 - High frequency touch surfaces clean/disinfect – Daily
 - Dusting – As needed
 - Restrooms – Toilets/Sinks/Water fountains clean/disinfect – Daily
 - Glass surfaces cleaned – As needed



BPS CUSTODIAL PRIORITY 4 AREAS

- **Priority 4 Areas**
 - Areas: Covered walkways, grounds, conference rooms not in use every day, custodial receiving areas, stages and auditoriums not used daily, control booth/projection rooms, custodial storage areas.
 - BPS Cleaning Standard: Level 2
 - Tasks/Frequency
 - Clean/Disinfect floors – As needed
 - Empty Trash – When occupied
 - High frequency touch surfaces clean/disinfect – When occupied
 - Dusting – As needed
 - Restrooms – Toilets/Sinks/Water fountains clean/disinfect – When occupied
 - Glass surfaces cleaned – As needed



BPS CUSTODIAL PRIORITY 5 AREAS

- **Priority 5 Areas**
 - Areas: Mechanical rooms, general school storage, stage storage.
 - BPS Cleaning Standard: Level 2
 - Tasks/Frequency
 - Clean floors – Monthly
 - Empty Trash – As needed
 - High frequency touch surfaces clean/disinfect – Monthly
 - Dusting – Monthly



BPS FACILITY CUSTODIAL ASSESSMENTS

- Administered at each facility twice a year (Fall-Formative Assessment/Spring Summative Assessment)
- Each Priority Area and Custodial Records and Logs will be assessed. Weighting for each Area will be as follows:
 - Priority Area 1 – 15%
 - Priority Area 2 – 30%
 - Priority Area 3 – 25%
 - Priority Area 4 – 8%
 - Priority Area 5 – 5%
 - Custodial Records/Logs/IPM – 17%



WHAT HAS CHANGED WITH BPS FACILITY CUSTODIAL ASSESSMENTS

- Emphasis will be placed on areas that occupy students.
- Less emphasis will be placed on Priority Areas 4 & 5.
- Increase weighting to Custodial Records and Safety.
- Inside circulation has been added as a Priority Area 3 to evaluate.



BPS FACILITY CUSTODIAL ASSESSMENT

- Each facility will receive an overall assessment grade of:
 - Exceeds Custodial Standards (95% and above - A)
 - Meets Custodial Standards (90-94.99% - B)
 - Below Custodial Standards (0-89.99% - C/D)
- Central Custodial Services will work with site-based administration and site-based custodial teams to develop an action plan in order to correct practices that are below standards.



COVID – 19 WHAT’S NEXT?

- Slowly getting back to “normal” operations.
- Look for updated Board Plan describing Covid-19 countermeasures.
- Custodians will continue their practice of “amplified” cleaning procedures and protocols.
- [COVID-19 Enhanced Cleaning Protocols](#)
- Be sure your site is properly stocked with supplies (PPE, disinfectants, etc.).



WORK REQUESTS

- What is an emergency?
- **ALWAYS** call 633-3600 for emergencies
- DO NOT CALL 633-3600 after 3pm for **non-emergency** work orders
- **Provide **DETAILS** on all work requests
- **Be sure to investigate issues **PRIOR** to submitting a work request
- Avoid duplicate requests - Communicate



INTEGRATED PEST MANAGEMENT (IPM) RESOURCES

- ASSIGNED CUSTODIAL TRAINER
- [IPM WORK ORDER GUIDE](#)
 - What goes in Pest Log?
 - What gets put in as a work request?
 - What is an emergency pest issue?
- [IPM PROCEDURES MEMO](#)
 - Identifies use of select pesticides/herbicides that can be used by school-based staff.





INTEGRATED PEST MANAGEMENT (IPM) WORK ORDER GUIDE

ANTS	FLYING INSECTS	RODENTS & SNAKES	ROACHES
(PEST LOG ENTRY) SUGAR, CRAZY, AND/OR GHOST ANTS (ALL SMALL NON-BITING ANTS) IN CLASSROOMS AND OFFICE SPACES	(PEST LOG ENTRY) MOSQUITOS, FLIES, AND LADYBUGS	(RM WORK ORDER) ANY RODENT EVIDENCE OUTSIDE THE BUILDING	(PEST LOG ENTRY) ANY NEW ROACH SIGHTINGS
(RM WORK ORDER) ANY MODERATE ANT ACTIVITY TRAVELING FOOD SERVICE LINES IN THE KITCHEN	(RM WORK ORDER) WASP OR BEE ACTIVITY THAT POSE NO IMMEDIATE THREAT TO STUDENTS, STAFF, OR VISITORS	ANY CONFIRMED SIGHTING AND/OR REPORT OF FRESH RODENT DROPPINGS OR ANY LEFT BEHIND EVIDENCE SUCH AS CHEW MARKS OR DAMAGED FOOD WRAPPINGS INSIDE ANY PART OF THE BUILDING. (AREA DOES NOT NEED TO BE ROPED OFF)	(RM WORK ORDER) ANY ROACH SIGHTINGS IN AN AREA WHERE THE TRAINING CUSTODIAN HAS BEEN OUT IN THE PAST 30 DAYS WHERE THE PROBLEM HAS GOTTEN WORSE
(RM WORK ORDER) SCHOOL SPECIAL EVENT PREVENTATIVE MAINTENANCE SERVICE	(RM WORK ORDER) SUBTERRANEAN TERMITES AND/OR FLYING ANTS	ANY CONFIRMED SNAKE SIGHTING THAT THREATENS STUDENTS, STAFF, OR VISITORS	<u>*SPECIAL CALLS*</u> WHEN REPORTING ODD SIGHTINGS LIKE ALLIGATORS OR HOGS CONTACT YOUR TRAINING CUSTODIAN OR 321-633-3600
FIRE & CARPENTER ANTS LOCATED IN EDUCATIONAL AREAS TO INCLUDE CLASSROOMS AND PLAYGROUNDS	WASP OR BEE ACTIVITY LOCATED ON PLAYGROUNDS, CLOSE TO STUDENT CLASSROOMS, OR STUDENT TRAFFIC AREAS		

PEST LOG BOOK ENTRY (NON-EMERGENCY ISSUES): CALLER SHOULD BE INSTRUCTED TO LIST THE PROBLEM IN THE SCHOOL PEST SIGHTING LOG FOR ROUTINE SERVICE. A WORK ORDER SHOULD NOT BE SUBMITTED.
A TRAINING CUSTODIAN WILL BE OUT IN ACCORDANCE WITH THEIR MONTHLY IPM SERVICE.

ROUTINE WORK ORDER (RM): GENERATED FOR ISSUES THAT MAY REQUIRE SERVICE PRIOR TO THEIR MONTHLY IPM SERVICE

***EMERGENCY ISSUES: CALL 321-633-3600 - CALLER SHOULD BE INSTRUCTED TO TAPE OFF THE AFFECTED AREA. TRAINING CUSTODIAN WILL BE DISPATCHED FOR SERVICE**

LIGHT BULBS / AC FILTERS

- LIGHT BULBS
 - MUST be boxed with like bulbs and taped closed – NO Tape on bulbs
 - Communicate with assigned Custodial Trainer
 - Custodial Trainer will pick up
 - Partial boxes will not be picked up
- A/C FILTERS
 - Please scan packing slips & send to Tracie Arzola (Building Automations – Plant Operations) via email Arzola.tracie@brevardschools.org



CUSTODIAL EQUIPMENT

- PEVENTATIVE MAINTENANCE IS KEY!!!
- COMMUNICATE WITH CUSTODIAL TRAINER
- LIMITED BUDGETS ALL AROUND



CUSTODIAL EQUIPMENT

- AUTO SCRUBBERS (\$6000)
- SWING MACHINES (\$475)
- CARPET EXTRACTORS (\$2200)
- WET/DRY VACUUMS (\$475)
- PRESSURE WASHERS (\$1100)



CUSTODIAL EQUIPMENT REPAIRS

- **CUSTODIAL SERVICES**

- Auto Scrubbers
- Wet/Dry Vacuums
- Rotary Scrubbers (swing machines)
- Carpet Extractors

- **SITE RESPONSIBILITY**

- All Other Custodial Equipment



CUSTODIAL STAFFING/PERSONNEL ISSUES

- START WITH SITE-BASED ADMINISTRATOR!!!
- TIME MANAGEMENT
- VACANCIES
- ENCOURAGE HEAD CUSTODIAN MONITOR 2nd SHIFT



FACILITY CURB APPEAL

- Pick-up/discard clutter
- Treat sidewalks with herbicide
- Pressure wash sidewalks & buildings
- Minor touch-up painting
- Communicate with Maintenance regarding Work Requests (broken fences/gates, signage, etc.)
 - Start with most common points of public access



BPS CUSTODIAL RESOURCES

- CERTIFIED CUSTODIAL TRAINER
- PEERS – NEIGHBORING SITES
- [BPS CUSTODIAL SERVICES WEBSITE](#)

